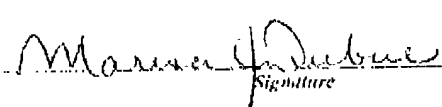


<b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b>			Docket No.
Applicant(s): <b>BERNARD IULO ET AL.</b>			<b>POU920010025US1</b>
Serial No. 10/008,742	Filing Date 11/05/2001	Examiner Kuen S. Lu	Group Art Unit 2177
Invention: <b>A CONSOLIDATED MONITORING SYSTEM AND METHOD USING THE INTERNET FOR DIAGNOSIS OF AN INSTALLED PRODUCT SET ON A COMPUTING DEVICE</b>			
<div style="text-align: right;">RECEIVED CENTRAL FAX CENTER JUN 17 2004</div> <p>I hereby certify that this <u>Amendment Transmittal, Amendment</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <b>703-872-9306</b>)</p> <p>on <u>June 16, 2004</u> (Date)</p> <div style="text-align: right;"><b>OFFICIAL</b></div> <p><u>Jane M. Theberge</u> (Typed or Printed Name of Person Signing Certificate)</p> <p><u>Jane M. Theberge</u> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>			

<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>			Docket No. <b>POU92001002SUS1</b>		
Applicant(s): <b>BERNARD IULO ET AL.</b>					
Serial No. <b>10/008,742</b>	Filing Date <b>11/05/2001</b>	Examiner <b>Kuen S. Lu</b>	Group Art Unit <b>2177</b>		
Invention: <b>A CONSOLIDATED MONITORING SYSTEM AND METHOD USING THE INTERNET FOR DIAGNOSIS OF AN INSTALLED PRODUCT SET ON A COMPUTING DEVICE</b>					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	21 -	29 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	5 -	5 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>
<div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. <b>09-0463</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div><div style="text-align: right;">Dated: <b>June 16, 2004</b></div></div> <div style="margin-top: 20px;"><div style="display: flex; justify-content: space-between;"><div> _____ Signature <b>Marisa J. Dubue</b> Registration No. 46,673 Cantor Colburn LLP 55 Griffin Road South Bloomfield, CT 06002 (860) 286-2929 (860) 286-0115 FAX Customer Service No. 23413</div><div style="border: 1px solid black; padding: 5px; width: 40%;"><p>I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37C.F.R. 1.8 and is addressed to the for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p><hr/><p style="text-align: center;">Signature of Person Mailing Correspondence</p><hr/><p style="text-align: center;">Typed or Printed Name of Person Mailing Correspondence</p></div></div><div style="margin-top: 20px;">CC:</div></div>					